

FIG.1

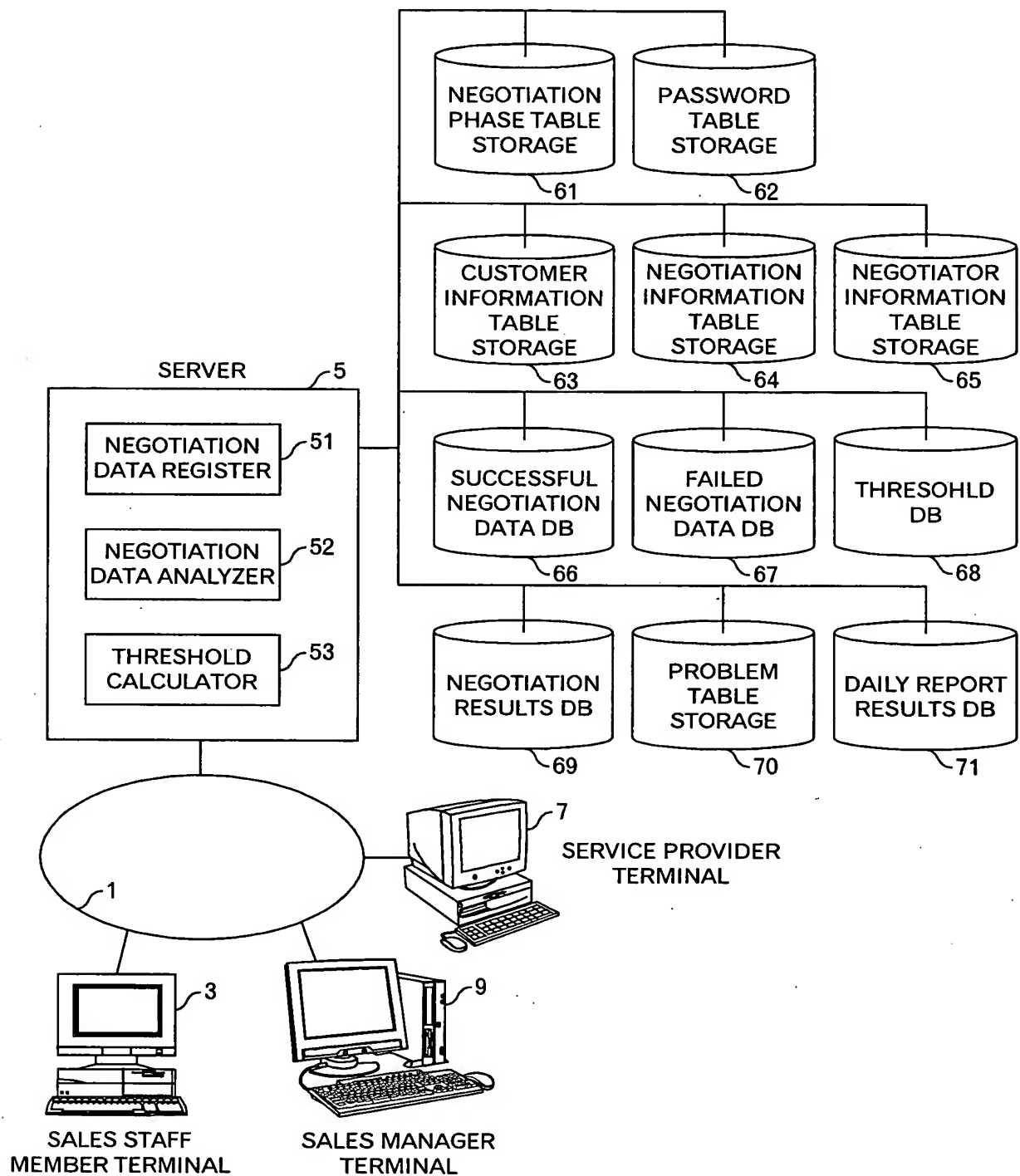


FIG.2

301	302	303
NEGOTIATION PHASE NO.	NEGOTIATION PHASE NAME	NEGOTIATION PHASE EXPLANATION
1	INITIAL CONTACT	....
2	RELATION ESTABLISHMENT	....
3	NEEDS GRASP	....
4	INITIAL PROPOSAL / DEMONSTRATION EXECUTION	....
5	DETAILS HEARING	....
6	RE-PROPOSAL	....
7	NEGOTIATION ON TERMS AND CONDITIONS	....
8	PRELIMINARY RECEIPT OF ORDER	....
9	RECEIPT OF ORDER	....

FIG.3

311	312	313
ID	PASSWORD	TYPE
A1234	5555	1

FIG.4

321	322	323	324	325	326	327
CUSTOMER ID	CUSTOMER NAME	NAME OF STAFF MEMBER	CUSTOMER ADDRESS	TEL NO. OF CUSTOMER	FAX NO. OF CUSTOMER	DELETION FLAG

FIG.5

331	NEGOTIATION NO.	332	CUSTOMER ID	333	STAFF MEMBER ID	334	START DATE OF NEGOTIATION	335	NEGOTIATION PHASE NO.	336	NEGOTIATION STATE	337	SUM OF NEGOTIATION	338	SUM OF ORDER	339	ORDER STATE	340	NEGOTIATION COMPLETION DATE	341	DELETION FLAG

FIG.6

371	DAILY REPORT NO.	372	NEGOTIATION NO.	373	NEGOTIATION PHASE NO.	374	VISIT DATE	375	STAY TIME	376	CONTENT OF EXECUTION	377	PROBLEM NO.1	378	PROBLEM NO.2	379	PROBLEM NO.3	380	PROBLEM NO.4	381	PROBLEM NO.5	382	PROBLEM NO.6	383	PROBLEM NO.7

FIG.13

351	352	353	354	355	356
STAFF MEMBER ID	NEGOTIATOR NAME	BELONGING DEPARTMENT	TEL NO. FOR OUTSIDE LINE	EXTENSION	CELLULAR PHONE NO.

FIG.7

361	362	363	364	365
PROBLEM NO.	NEGOTIATION NO.	NEGOTIATION PHASE NO.	PROBLEM CONTENTS	STATUS

FIG.12

NO. OF SUCCESSFUL NEGOTIATIONS		
PHASE 1	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 2	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 3	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 4	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 5	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 6	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 7	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 8	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 9	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	

**FIG.8**

NO. OF FAILED NEGOTIATIONS		
PHASE 1	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 2	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 3	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 4	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 5	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 6	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 7	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 8	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	
PHASE 9	TOTAL PROBLEM SETTLEMENT RATE	
	X COORDINATE VALUE OF CENTER OF GRAVITY	
	TOTAL ACTIVITY FREQUENCY	
	Y COORDINATE VALUE OF CENTER OF GRAVITY	

**FIG.9**

PHASE 1	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 2	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 3	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 4	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 5	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 6	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 7	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 8	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	
PHASE 9	VALUE OF THRESHOLD 1	
	VALUE OF THRESHOLD 2	

**FIG.10**



NEGOTIATION NUMBER		
NEGOTIATION PHASE		
DATA OF LATEST PHASE CHANGE		
PHASE 1	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 2	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 3	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 4	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 5	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 6	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 7	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 8	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	
PHASE 9	NO. OF OCCURRED PROBLEMS	
	NO. OF SETTLED PROBLEMS	
	ACTIVITY FREQUENCY	
	PROBLEM SETTLEMENT RATE	

FIG.11

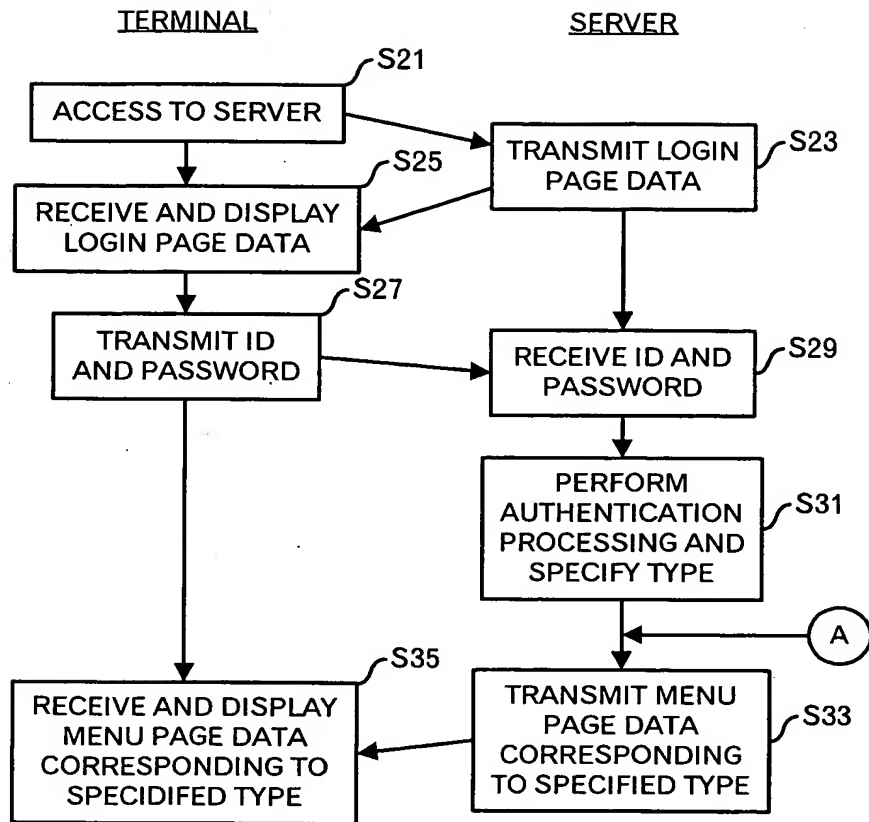


FIG.14

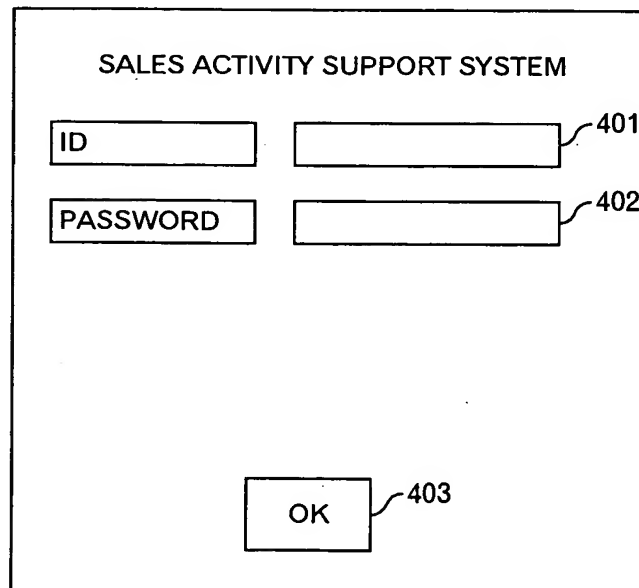


FIG.15

**MENU FOR SALES STAFF MEMBER**

- 1. DAILY REPORT INPUT
- 2. PROBLEM MANAGEMENT
- 3. NEGOTIATION PHASE  
REFERENCE AND STATE UPDATE
- 4. NEGOTIATION INITIAL REGISTRATION
- 0. END

PLEASE INPUT MENU NUMBER.

405

406

**FIG.16**

**MENU FOR SALES MANAGER**

1. CUSTOMER INFORMATION REGISTRATION
2. CUSTOMER INFORMATION UPDATE
3. CUSTOMER INFORMATION SEARCH
4. CUSTOMER INFORMATION DELETION
5. NEGOTIATION INFORMATION REGISTRATION
6. NEGOTIATION INFORMATION UPDATE
7. NEGOTIATION INFORMATION SEARCH
8. NEGOTIATION INFORMATION DELETION
9. NEGOTIATOR INFORMATION REGISTRATION
10. NEGOTIATOR INFORMATION UPDATE
11. NEGOTIATOR INFORMATION SEARCH
12. NEGOTIATOR INFORMATION DELETION

0. END

PLEASE INPUT MENU NUMBER.

408

409

**FIG.17**

MENU FOR SERVICE PROVIDER

1. CUSTOMER INFORMATION TABLE  
MAINTENANCE
2. NEGOTIATION INFORMATION TABLE  
MAINTENANCE
3. NEGOTIATOR INFORMATION MAINTENANCE
4. NEGOTIATION PHASE TABLE MAINTENANCE
5. NEGOTIATION LIST DISPLAY
6. LIST OF NEGOTIATION HAVING PROBLEMS
7. NEGOTIATION EVALUATION SCREEN
0. END

PLEASE INPUT MENU NUMBER.

411

412

FIG.18

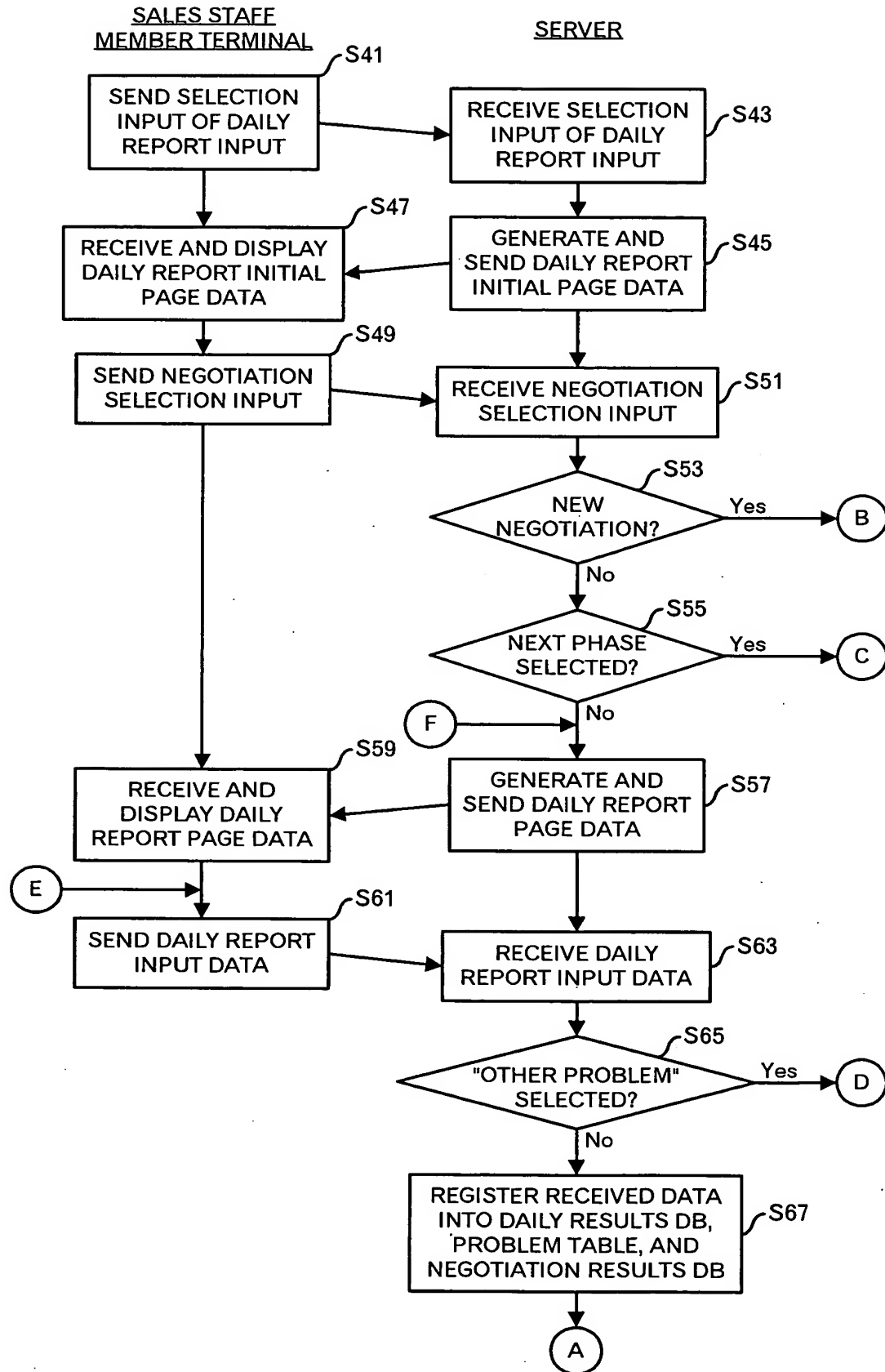


FIG.19

**DAILY REPORT INPUT PROCESSING**

**PLEASE SELECT NEGOTIATION TO BE UPDATED  
FROM FOLLOWING ITEMS.**

	421		422		423		424		425
No	CURRENT PHASE	No	NEXT PHASE	NEGOTIATION NAME					
1	RELATION ESTABLISHMENT	2	NEEDS GRASP	A SYSTEM INTRODUCTION					
3		4							
5		6							
7		8							
9		10							
11		12							
13		14							
15		16							

PLEASE INPUT THE NUMBER.  
(0 MEANS "RETURN TO MENU".)  
(17 MEANS "NEW NEGOTIATION".)

426

OK

427

FIG.20

DAILY REPORT INPUT DETAILED SCREEN	
NEGOTIATION NAME	A SYSTEM INTRODUCTION
PAHSE	RELATION ESTABLISHMENT
CUSTOMER NAME	G COMPANY 431
VISIT DATE	SEPTEMBER 20, 2002
STAY TIME	432 MINITES 433
CONTENTS OF EXECUTION	434
ESTIMATED AMOUT OF ORDER	435
PROBLEM 1	436
STATE OF PROBLEM 1	<input type="checkbox"/> PENDING <input type="checkbox"/> SETTLED 437
PROBLEM 2	438
STATE OF PROBLEM 2	<input type="checkbox"/> PENDING <input type="checkbox"/> SETTLED 439
440 RETURN	441 OTHER PROBLEM
OK	

FIG.21



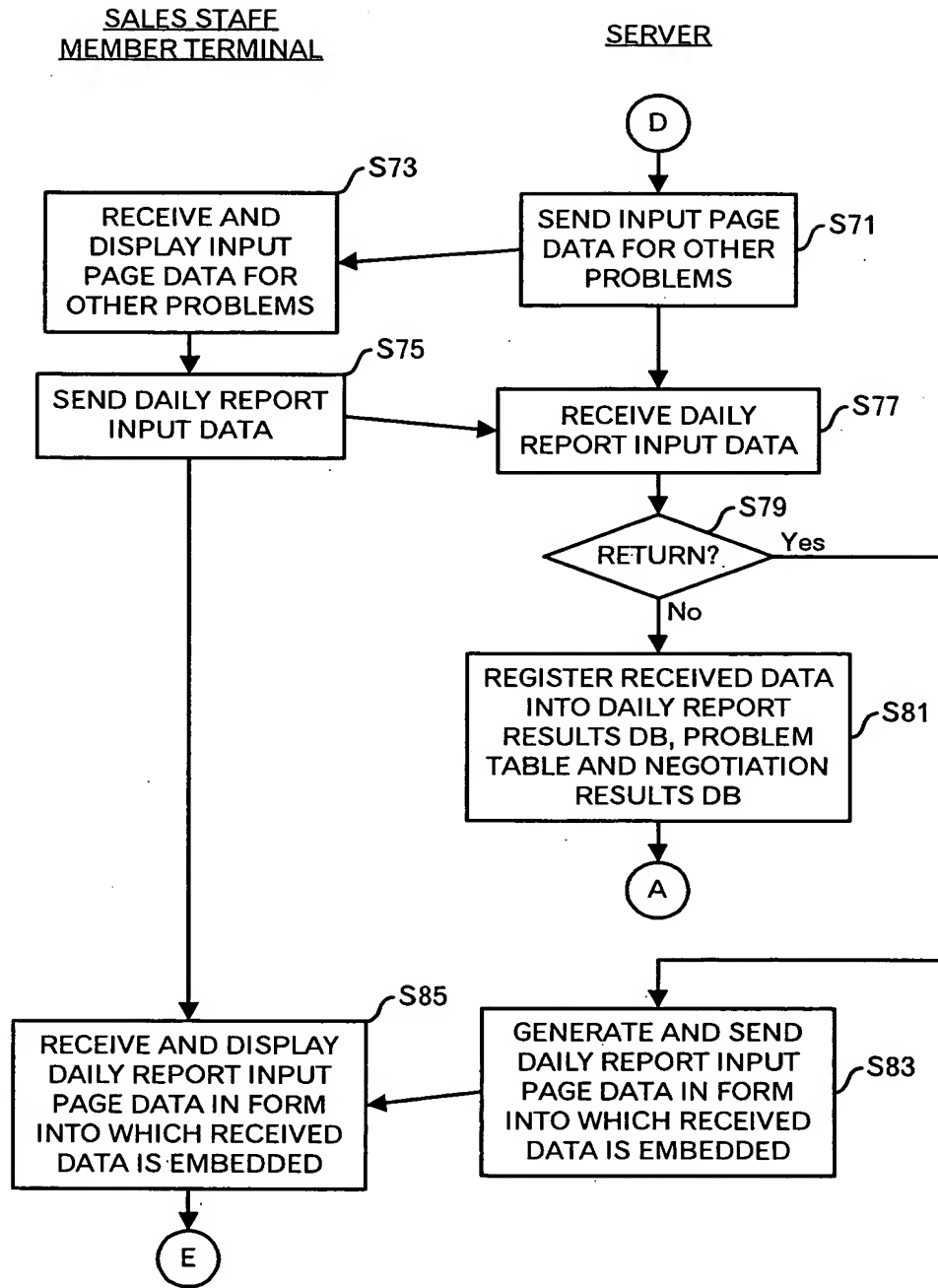


FIG.22

DAILY REPORT INPUT DETAILED SCREEN

NEGOTIATION  
NAME

A SYSTEM INTRODUCTION

PROBLEM 3

STATE OF  
PROBLEM 3

☐ PENDING ☐ SETTLED

PROBLEM 4

STATE OF  
PROBLEM 4

☐ PENDING ☐ SETTLED

PROBLEM 5

STATE OF  
PROBLEM 5

☐ PENDING ☐ SETTLED

PROBLEM 6

STATE OF  
PROBLEM 6

☐ PENDING ☐ SETTLED

PROBLEM 7

STATE OF  
PROBLEM 7

☐ PENDING ☐ SETTLED

RETURN 443

OK 444

FIG.23

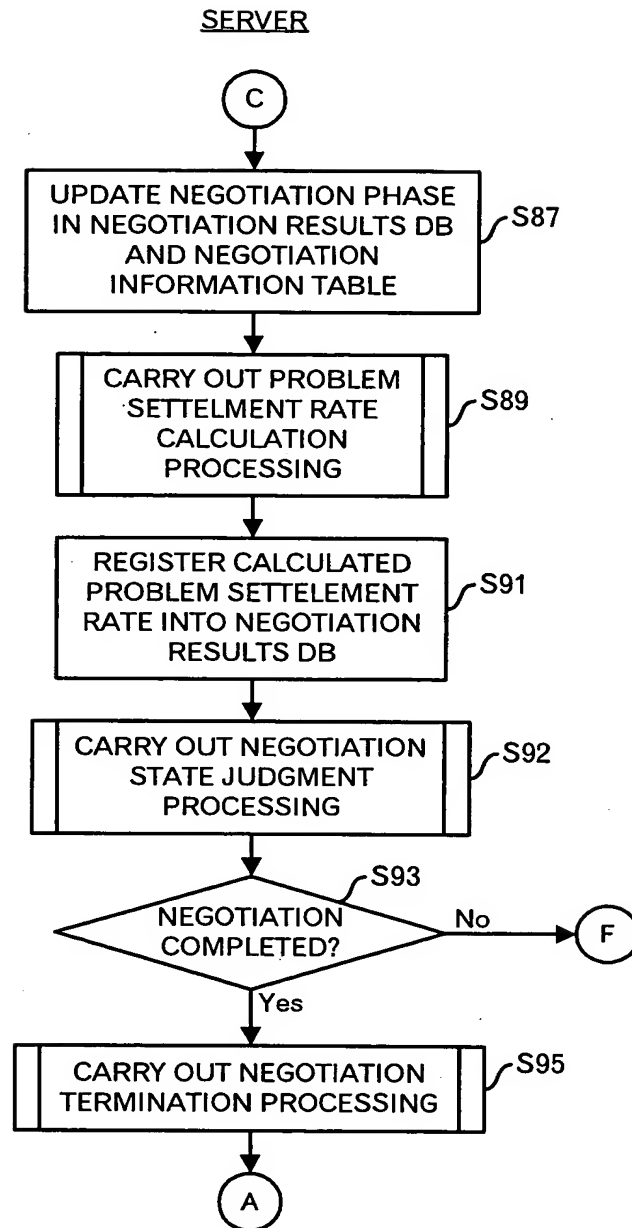


FIG.24

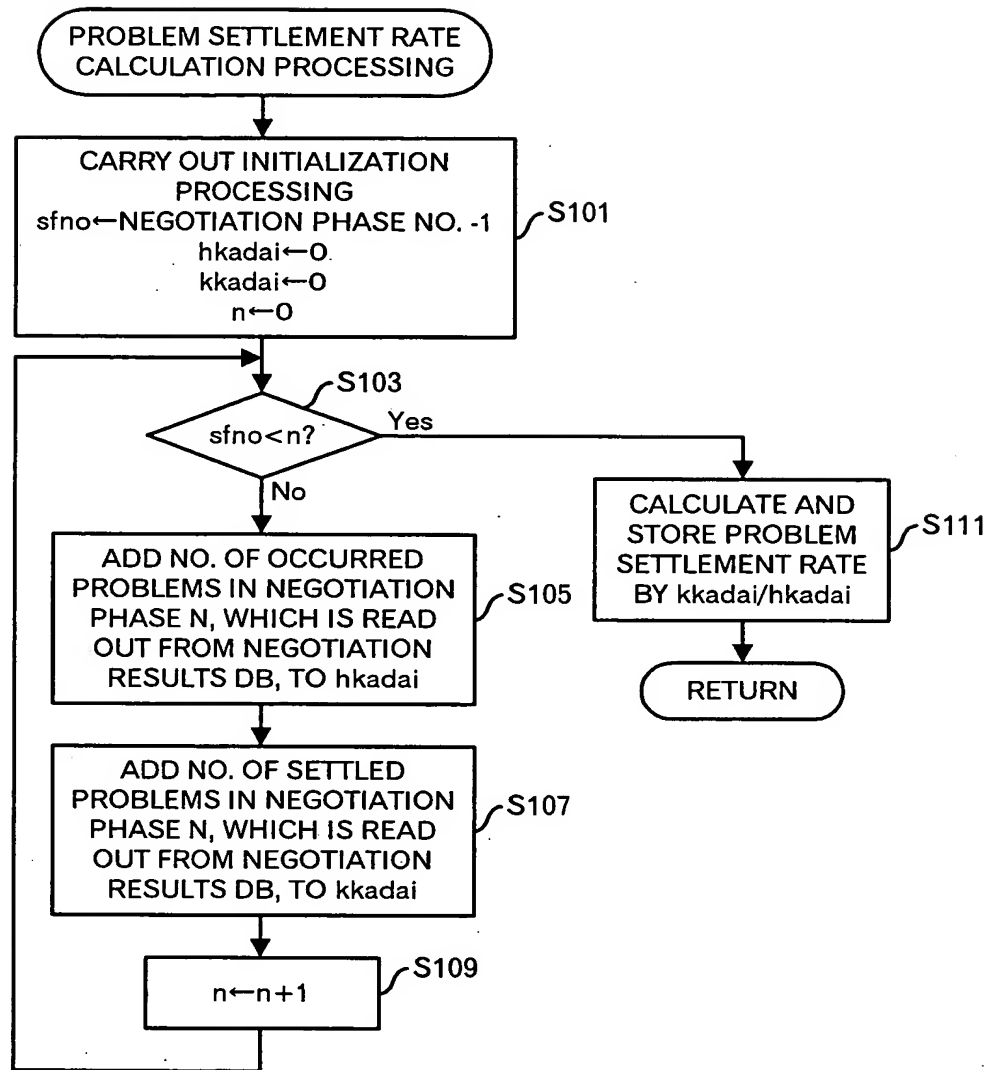


FIG.25

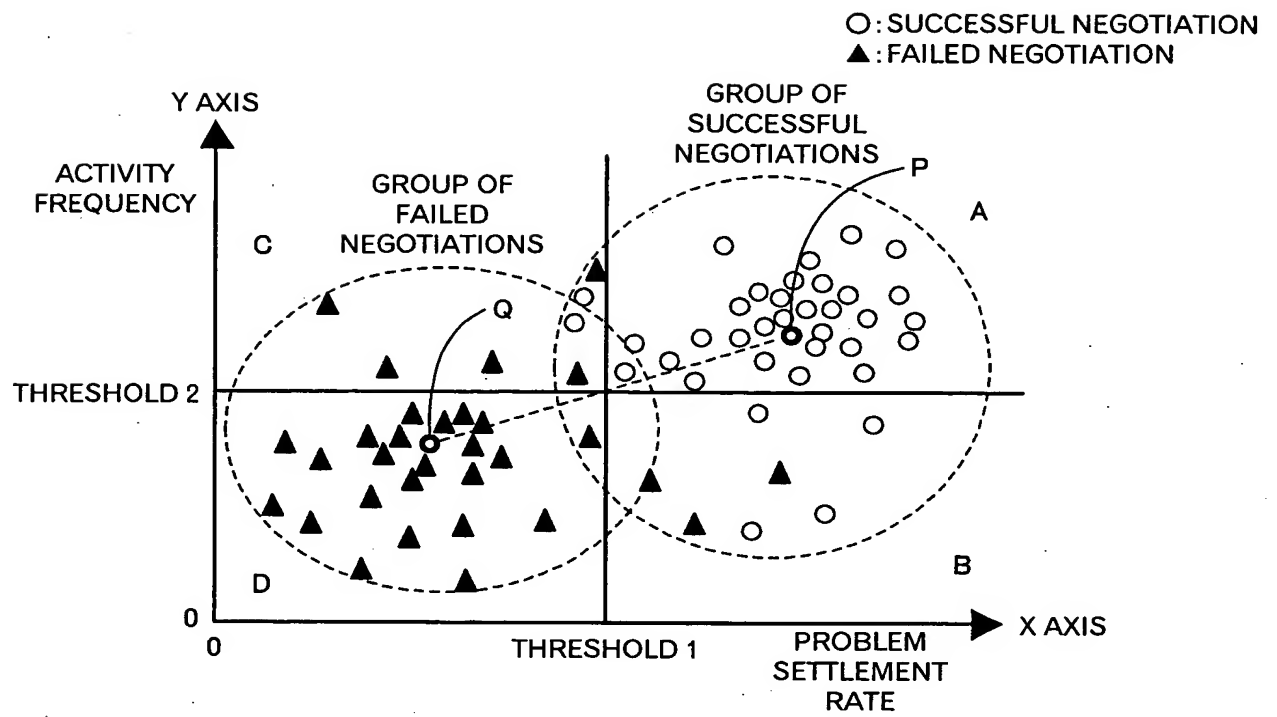


FIG.26

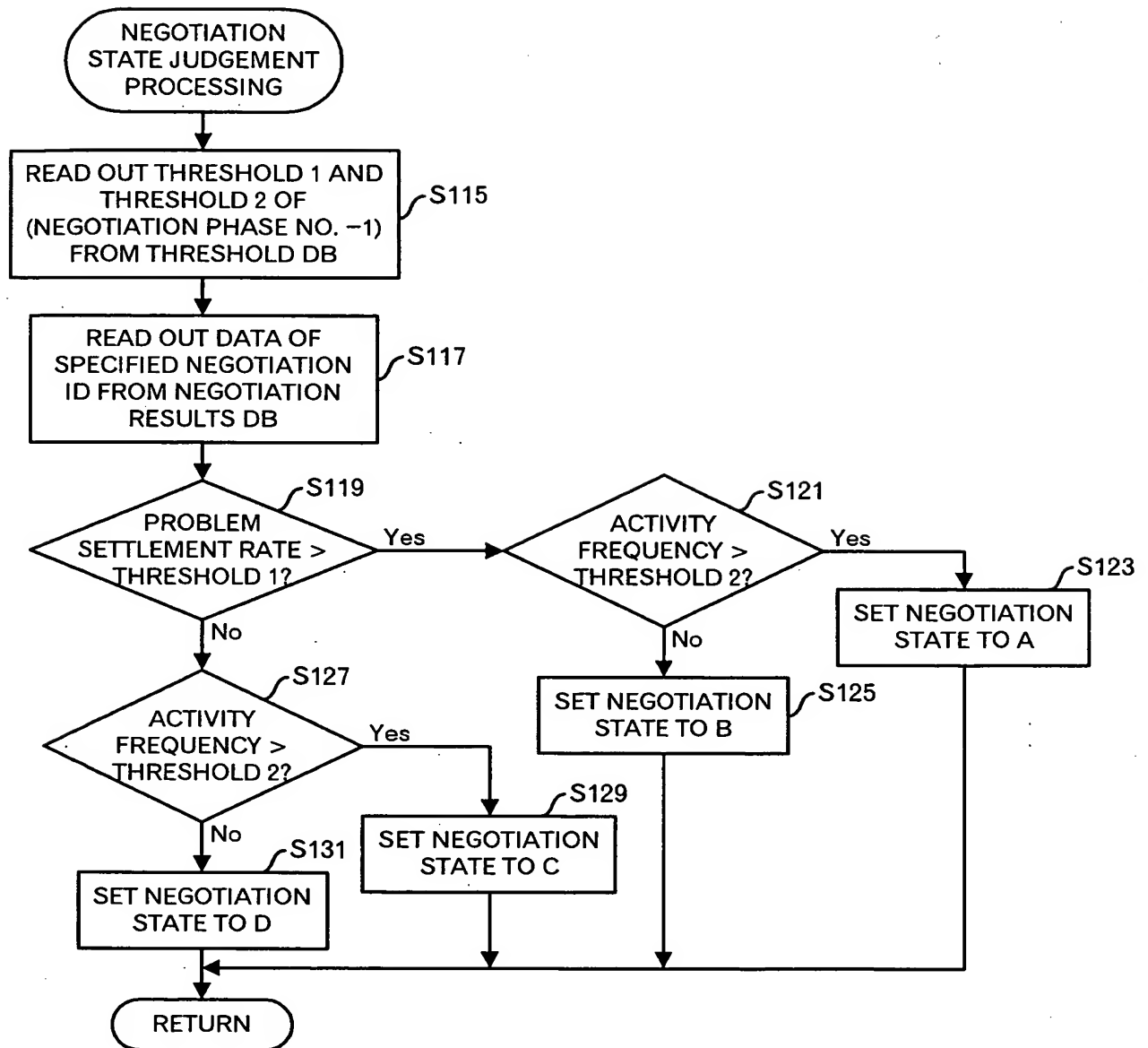


FIG.27

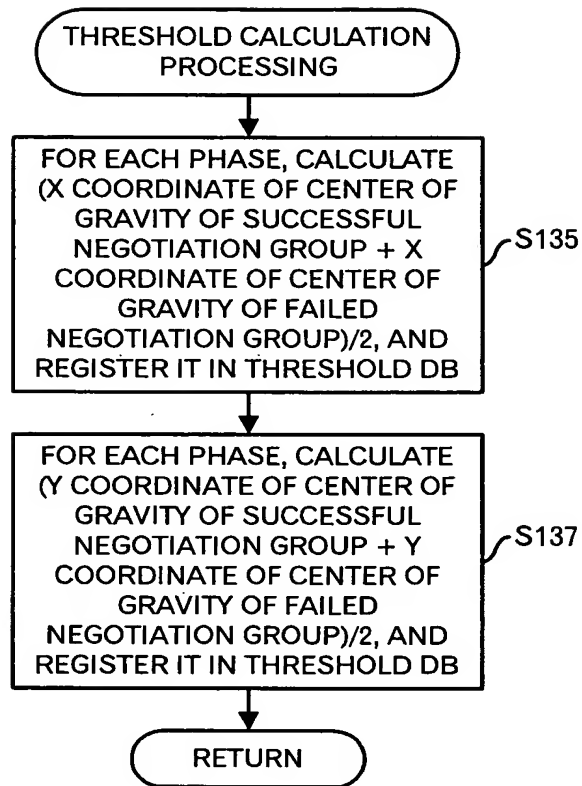


FIG.28

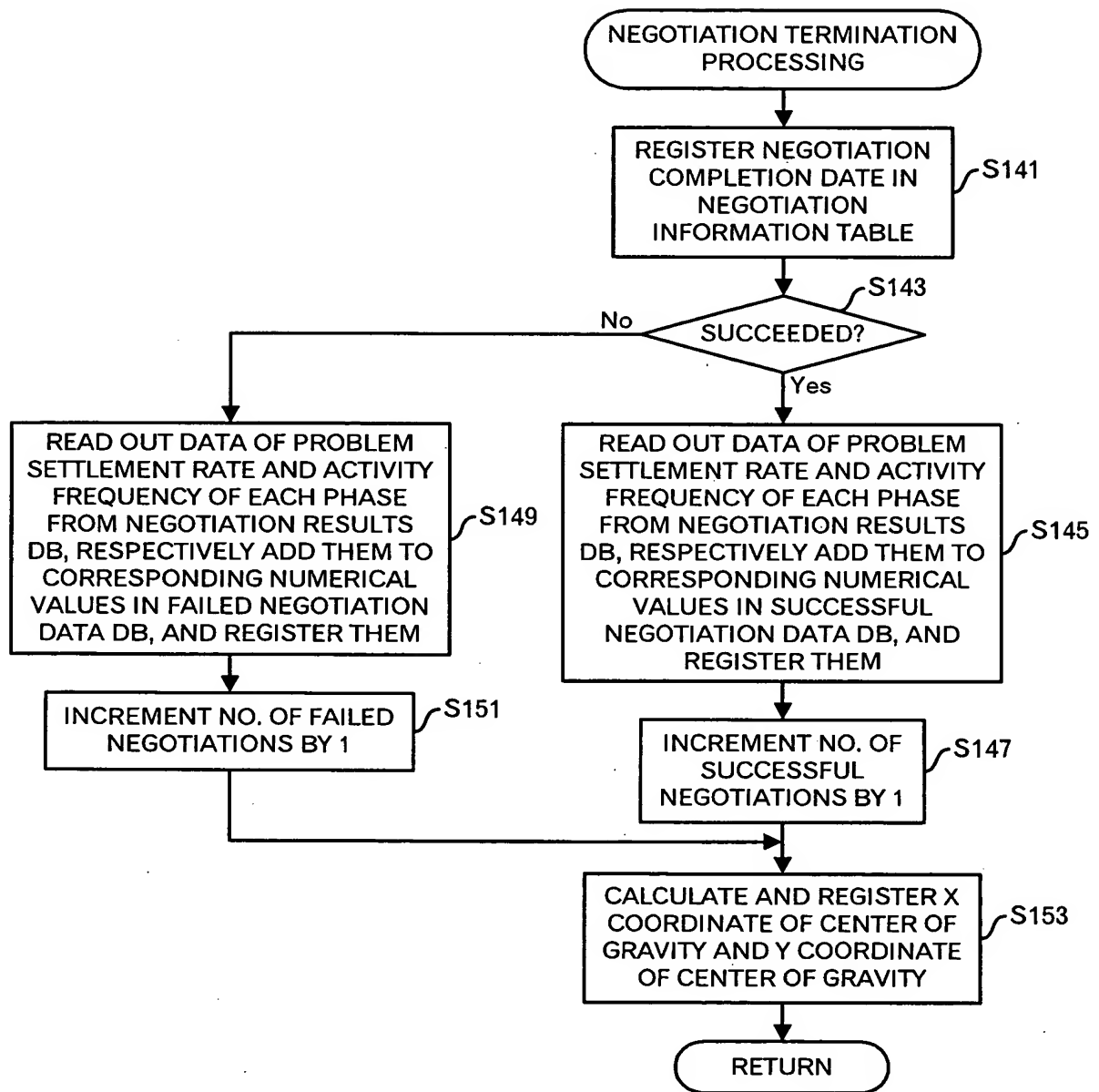


FIG.29



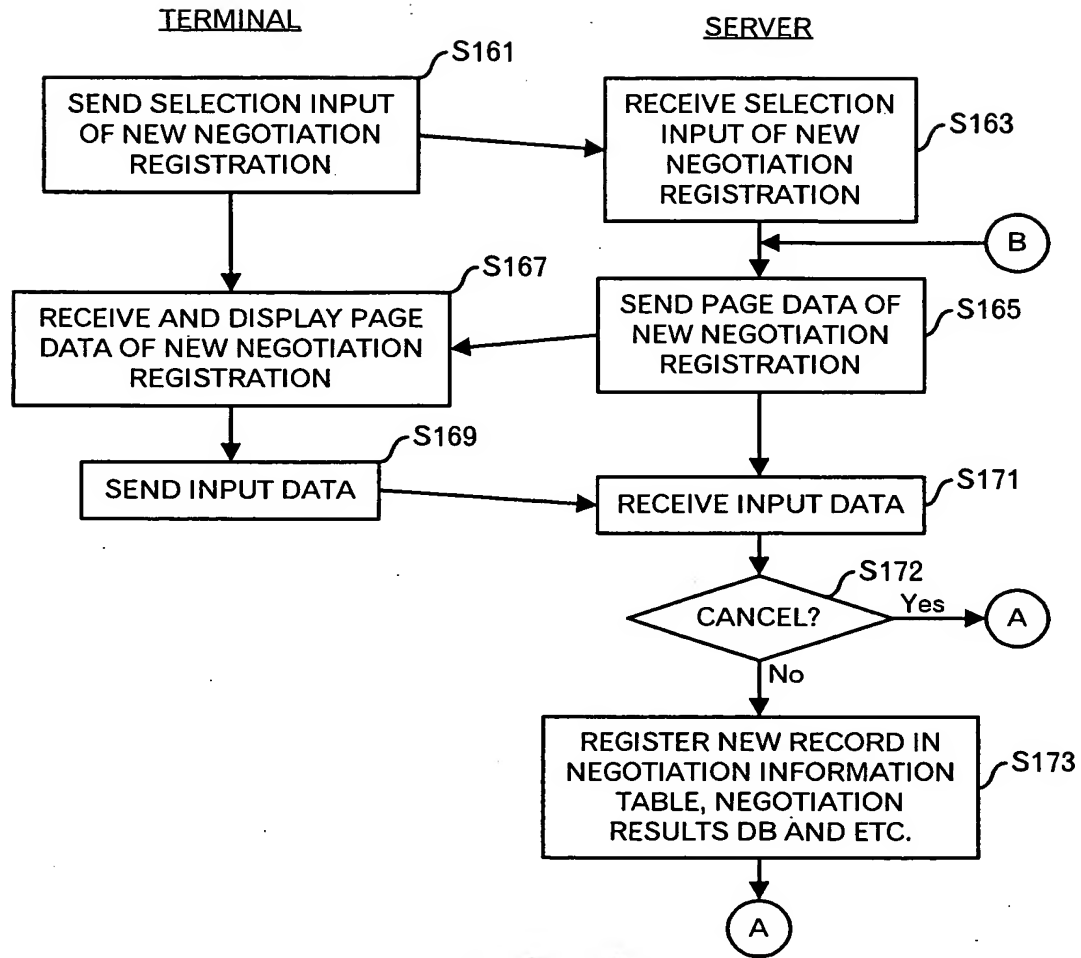
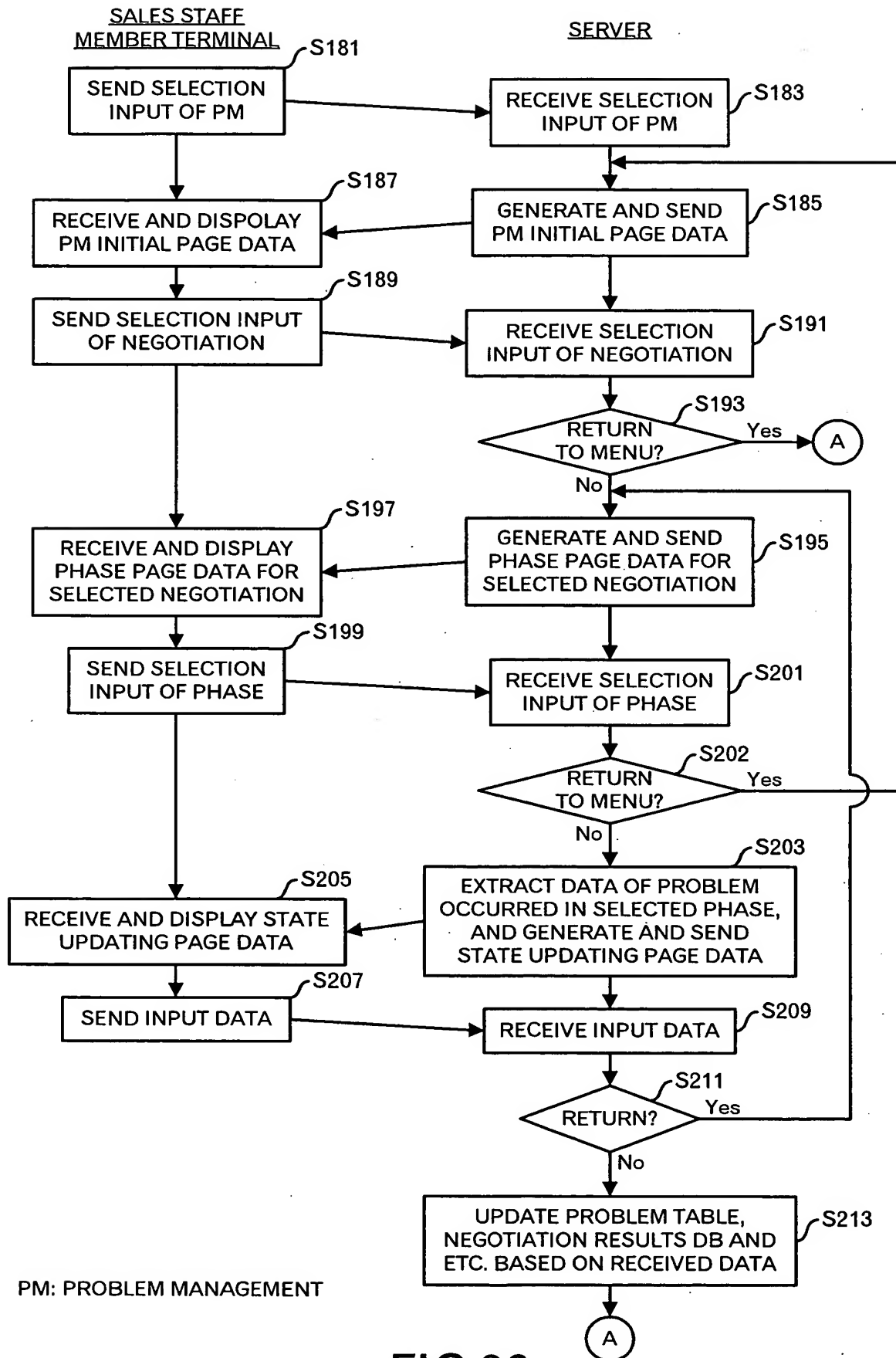


FIG.30

The screenshot shows a window titled "NEW NEGOTIATION REGISTRATION" with the instruction "PLEASE INPUT FOLLOWING ITEMS." Below this, there are three input fields: "CUSTOMER NAME", "NEGOTIATION START DATE", and "SUM OF NEGOTIATION". The "CUSTOMER NAME" field is labeled **501** and includes a dropdown arrow icon labeled **501a**. The "NEGOTIATION START DATE" field is labeled **502** and the "SUM OF NEGOTIATION" field is labeled **503**. At the bottom of the window, there are two buttons: "CANCEL" labeled **504** and "OK" labeled **505**.

FIG.31



PROBLEM MANEGEMENT(SELECTION LIST)

PLEASE SELECT NEGOTIATION TO BE UPDATED  
AMONG FOLLOWING ITEMS.

No	CURRENT PHASE	NEGOTIATION NAME
1	RELATION ESTABLISHMENT	INTRODUCTION OF SYSTEM A
2		
3		
4		
5		
6		
7		
8		

PLEASE INPUT THE NUMBER.  
(0 MEANS "RETURN TO MENU".)

514

515

FIG.33

PROBLEM MANEGEMENT(SELECTION LIST)

NEGOTIATION NAME : INTRODUCTION OF  
SYSTEM A

1 INITIAL CONTACT  
2 RELATION ESTABLISHMENT  
3  
4  
5  
6  
7  
8  
9

521

PLEASE INPUT THE NUMBER.  
(0 MEANS "RETURN TO MENU".)

522

523

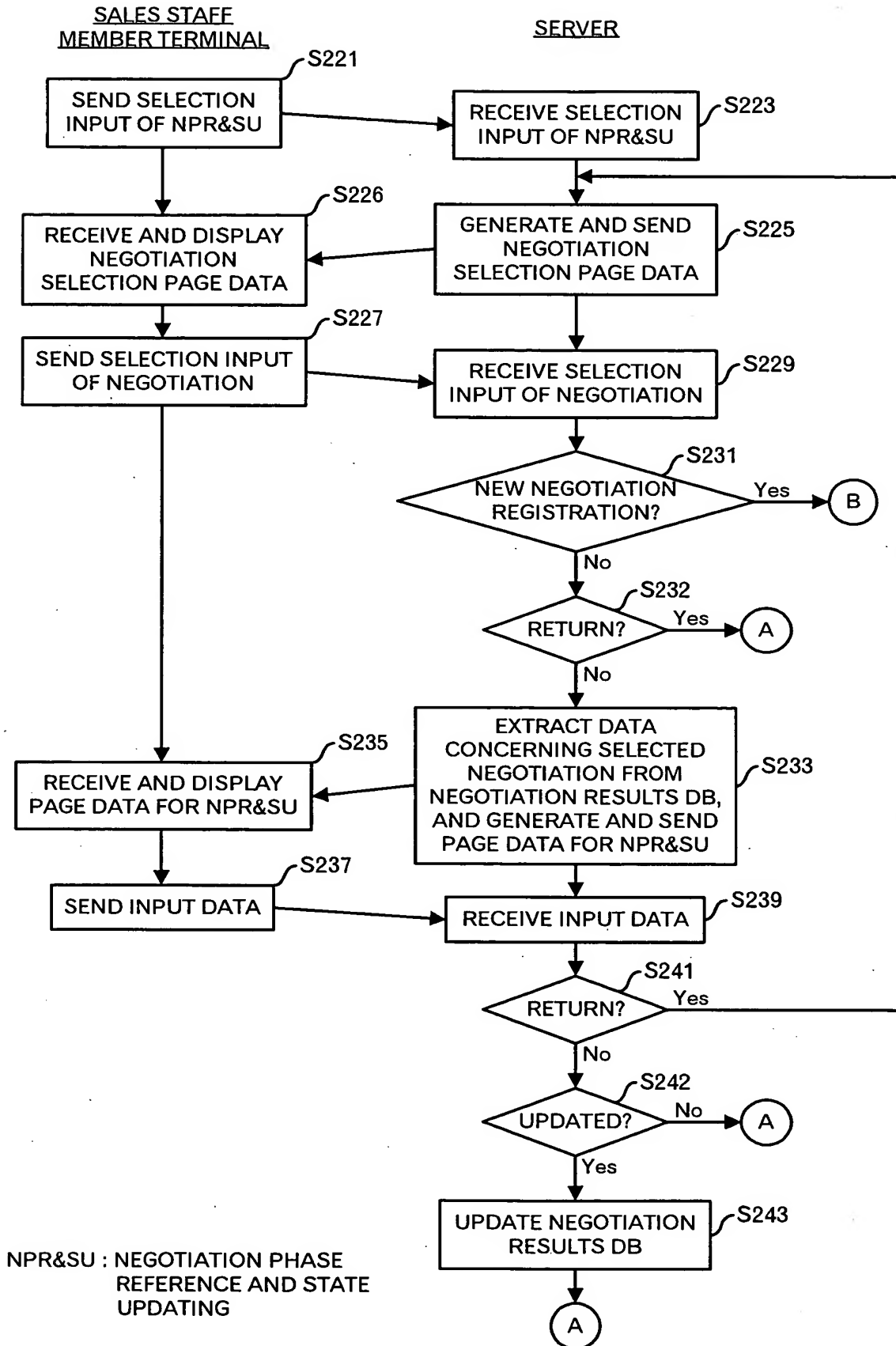
FIG.34

PROBLEM MANEGEMENT(STATE UPDATING)

NEGOTIATION NAME : INTRODUCTION OF SYSTEM.A  
CURRENT PHASE : RELATION ESTABLISHMENT

No	PROBLEM	SETTLED
1	EXCHANGE OF NAME CARD WITH PROJECT LEADER	<input checked="" type="checkbox"/>
2	CHECK OF BUDGET	<input checked="" type="checkbox"/>
3	CHECK INDIVIDUAL FUNCTION 1	<input checked="" type="checkbox"/>
4	CHECK INDIVIDUAL FUNCTION 2	<input type="checkbox"/>
5	CHECK INDIVIDUAL FUNCTION 3	<input type="checkbox"/>
6	CHECK LINKING FUNCTION WITH OTHER SYSTEMS	<input type="checkbox"/>
7	ANTONYM IN CUSTOMERS INSIDE	<input type="checkbox"/>
8		<input type="checkbox"/>

FIG.35



**NEGOTIATION PHASE REFERENCE  
AND STATE UPDATING(1)**

PLEASE SELECT NEGOTIATION TO BE  
UPDATED AMONG FOLLOWING ITEMS.

No	PHASE	NEGOTIATION NAME
1	RELATION ESTABLISHMENT	INTRODUCTION OF SYSTEM A
2		
3		
4		
5		
6		
7		

PLEASE INPUT THE NUMBER.  
(0 MEANS "RETURN TO MENU".)  
(8 MEANS "NEW NEGOTIATION".)

544  
 545

**FIG.37**

**NEGOTIATION PHASE REFERENCE  
AND STATE UPDATING(2)**

NEGOTIATION NAME	INTRODUCTION OF SYSTEM A	
PHASE	RELATION ESTABLISHMENT	
CUSTOMER NAME	G. COMPANY	
ACTIVITY FREQUENCY	<div style="border: 1px solid black; display: inline-block; width: 40px; height: 20px; text-align: center; line-height: 20px;">5</div> TIMES	
NO.OF OCCURRED PROBLEMS	<div style="border: 1px solid black; display: inline-block; width: 40px; height: 20px; text-align: center; line-height: 20px;">7</div>	
NO. OF SETTLED PROBLEMS	<div style="border: 1px solid black; display: inline-block; width: 40px; height: 20px; text-align: center; line-height: 20px;">4</div>	
<div style="border: 1px solid black; display: inline-block; width: 60px; height: 25px; line-height: 25px;">RETURN</div>	<div style="border: 1px solid black; display: inline-block; width: 60px; height: 25px; line-height: 25px;">OK</div>	

**FIG.38**

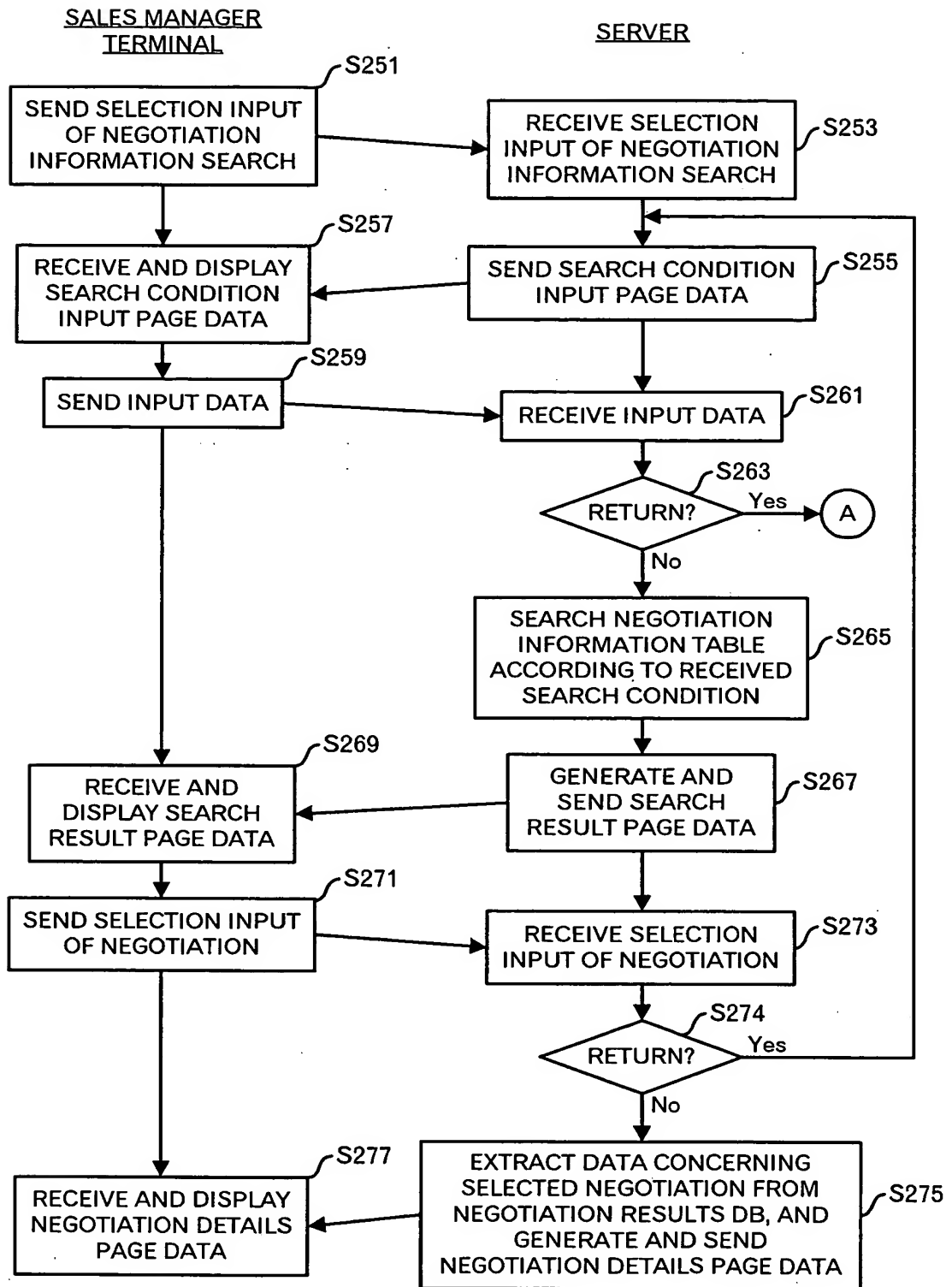


FIG.39

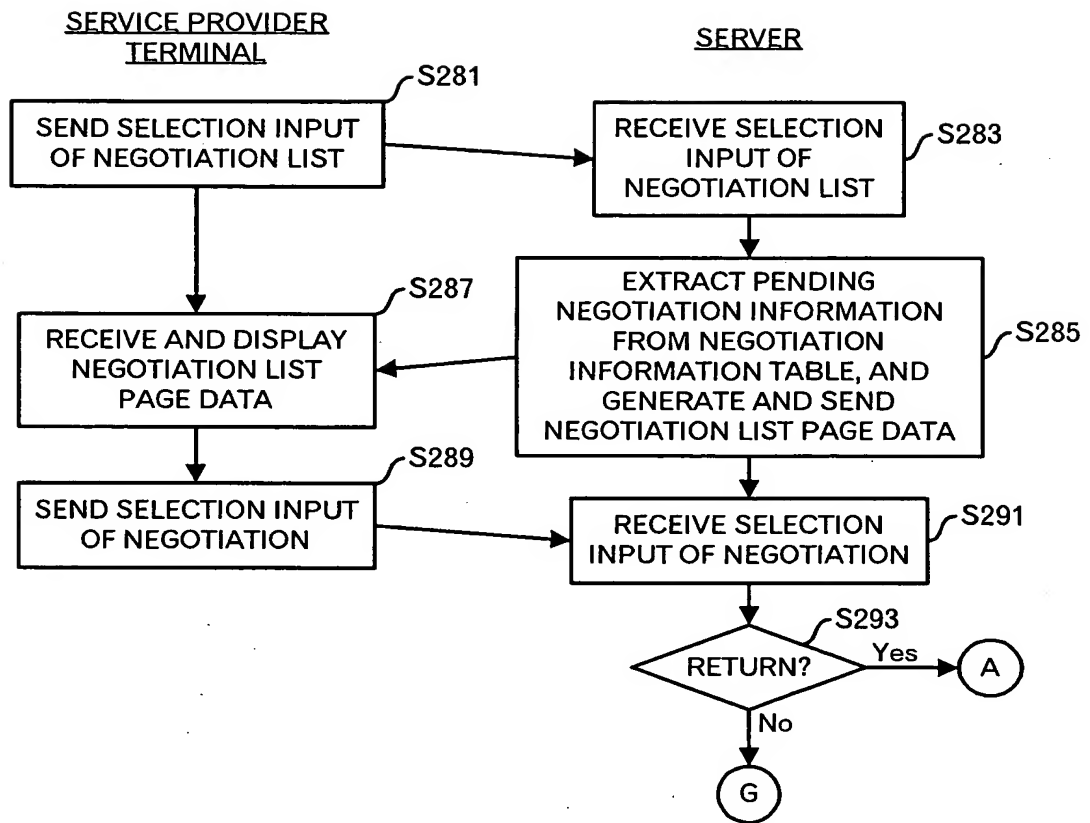
STAFF MEMBER ID	<input type="text"/>	561
START DATE	<input type="text"/>	562
COMPLETION DATE	<input type="text"/>	563
<div>564</div> <div>565</div>		
RETURN	OK	

FIG.40

567		568	
PHASE		NEGOTIATION NAME	
RELATION ESTABLISHMENT		INTRODUCTION OF SYSTEM A	
<input type="text"/>		<input type="text"/>	
<input type="text"/>		<input type="text"/>	
<input type="text"/>		<input type="text"/>	
RETURN	569		

FIG.41





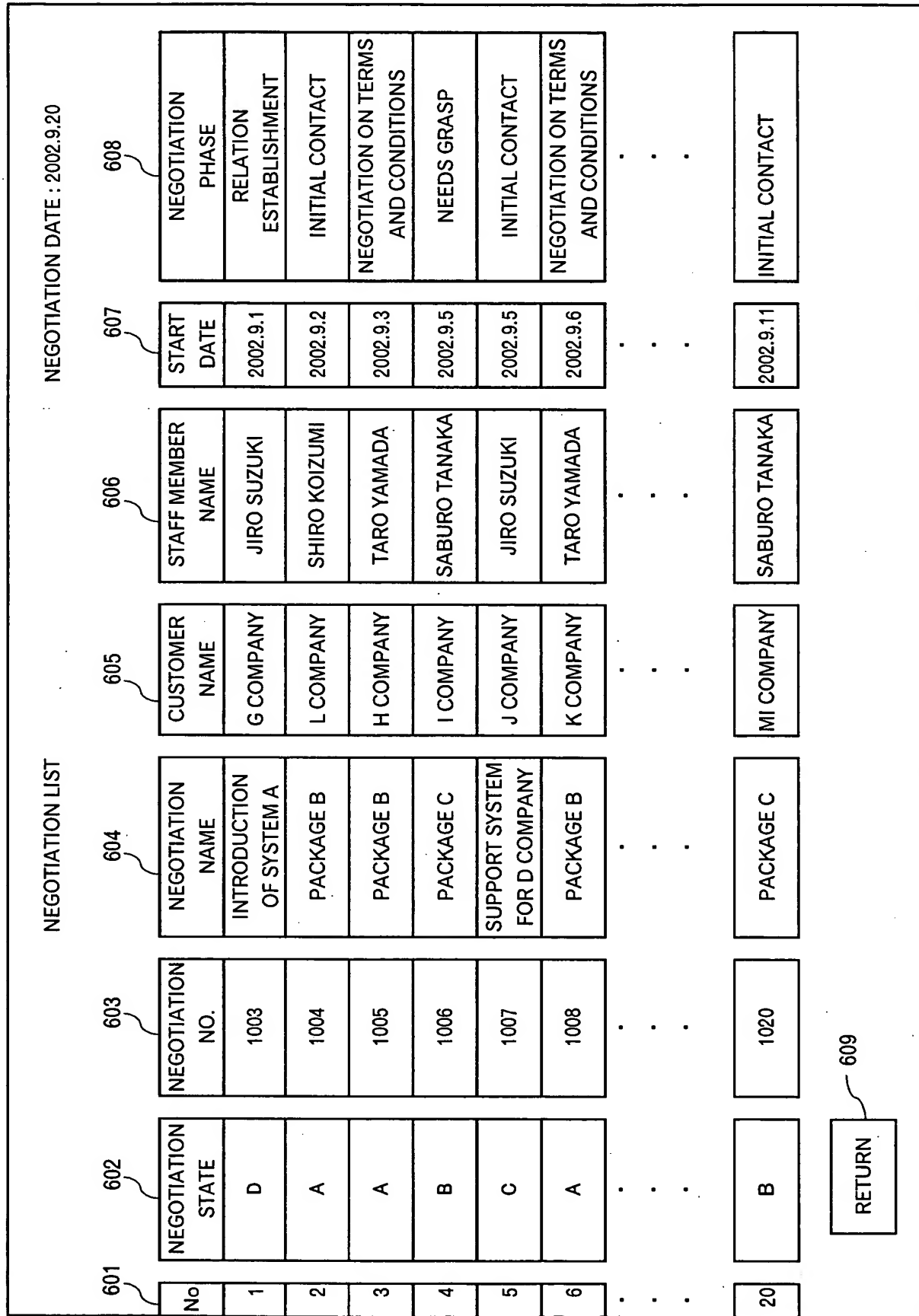


FIG.43

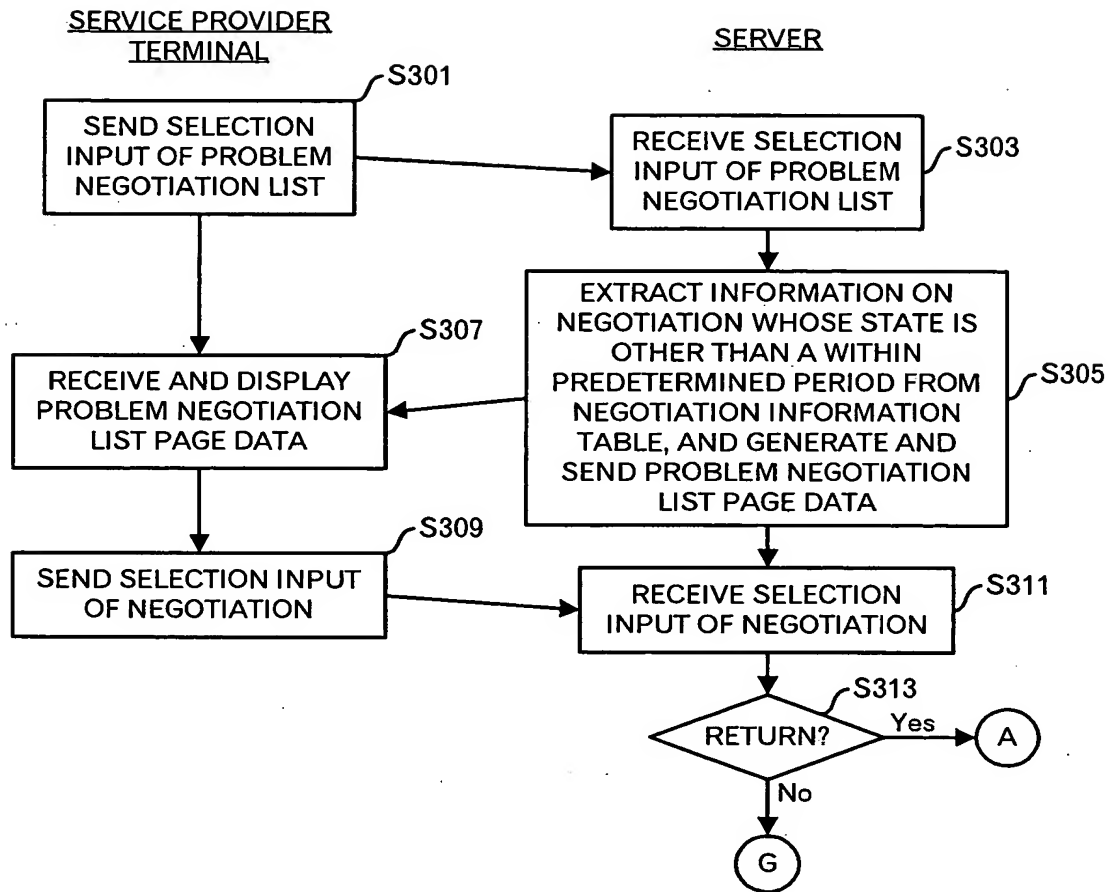


FIG.44

PROBLEM NEGOTIATION LIST										NEGOTIATION DATE : 2002.9.20					
621		624		623		624		625		626		627		628	
No	NEGOTIATION STATE	NEGOTIATION NO.	NEGOTIATION NAME	CUSTOMER NAME	STAFF MEMBER NAME	START DATE	NEGOTIATION PHASE								
1	D	1003	INTRODUCTION OF SYSTEM A	G COMPANY	JIRO SUZUKI	2002.9.1	RELATION ESTABLISHMENT								
2	B	1006	PACKAGE C	I COMPANY	SABURO TANAKA	2002.9.5	NEEDS GRASP								
3	C	1007	SUPPORT SYSTEM FOR D COMPANY	J COMPANY	JIRO SUZUKI	2002.9.5	INITIAL CONTACT								
4	B	1020	PACKAGE C	MI COMPANY	SABURO TANAKA	2002.9.11	INITIAL CONTACT								
5															
6															
.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.
20															

RETURN

629

FIG.45

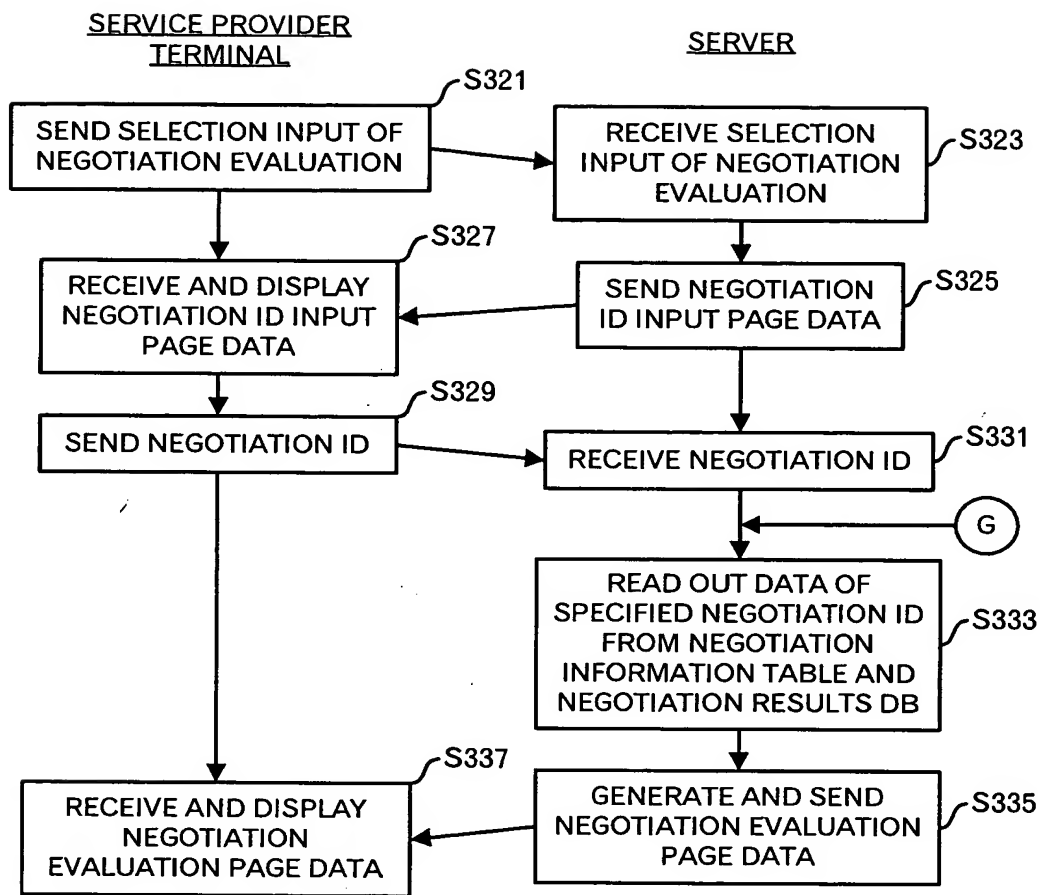


FIG.46

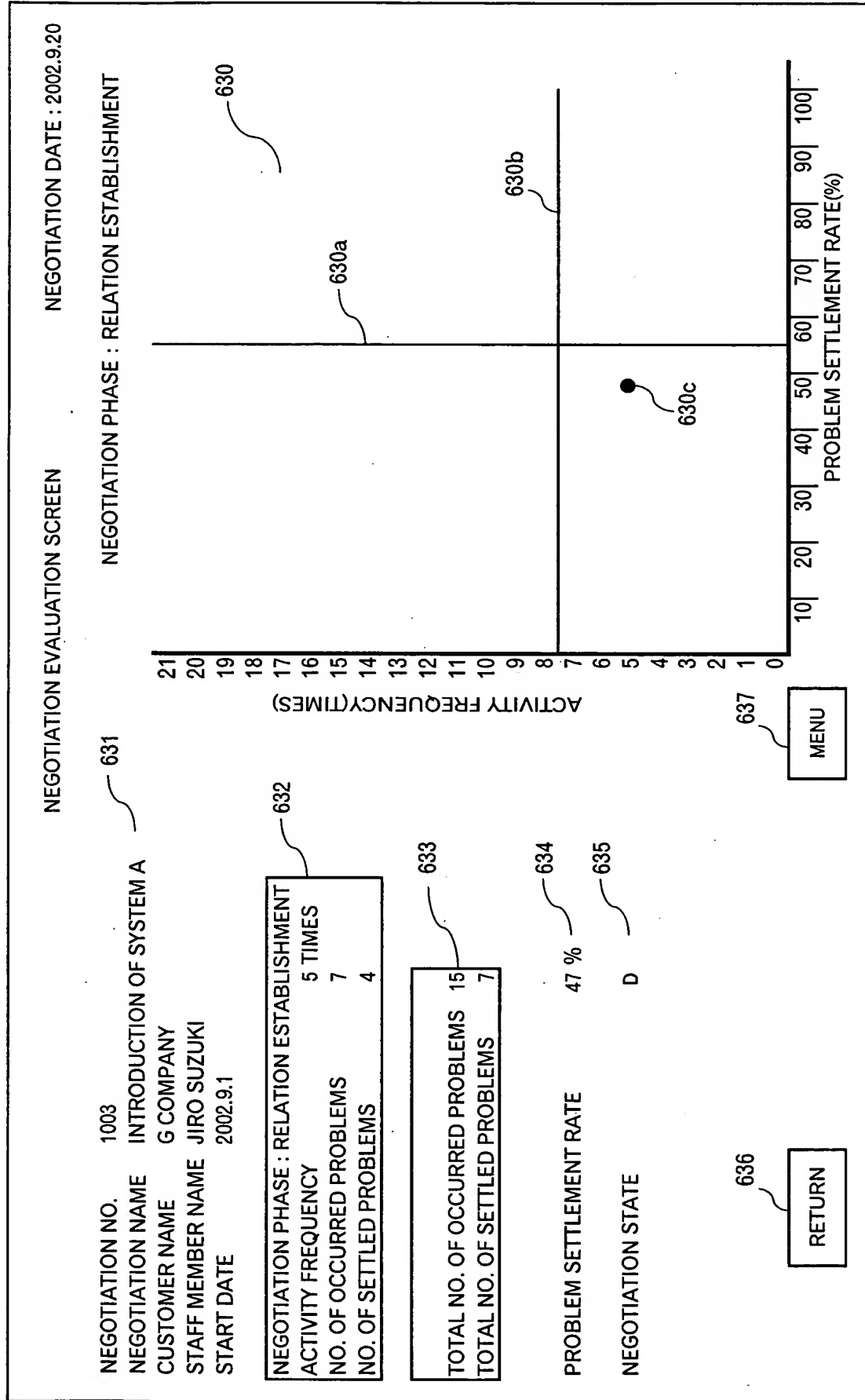


FIG.47

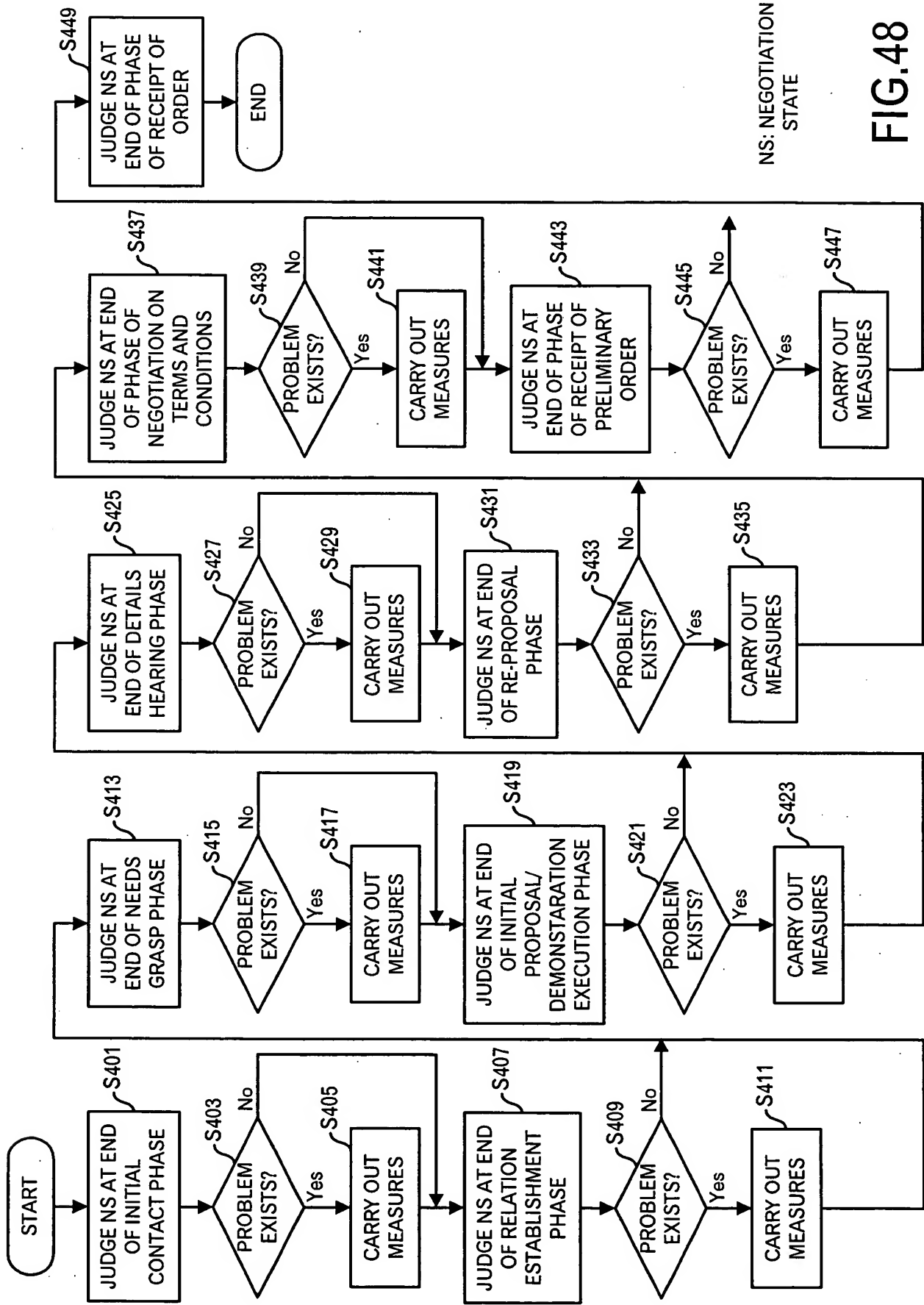


FIG.48